

**MEDIATION** is a  
*FREE & confidential service*  
helping Harford County  
**VETERANS and their families:**

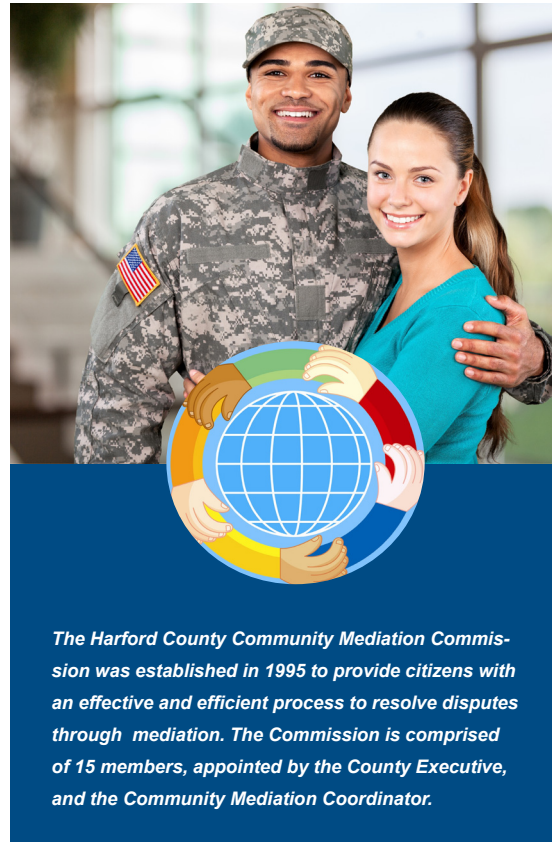
- ✓ Reconnect with each other  
and the community
- ✓ Prevent and resolve conflict
- ✓ De-escalate tensions, no  
matter how long ago the  
veteran returned from service

*Mediation allows everyone involved  
in a dispute to reach an agreement  
without labeling someone a winner  
or loser and provides more control  
over the outcome than in court or  
an administrative hearing.*

*Practical reasons to  
try mediation:*

- Saves time & money
- Convenient to schedule
- Avoids future conflict

*There is  
**NO PENALTY**  
for trying  
mediation first!*



The Harford County Community Mediation Commission was established in 1995 to provide citizens with an effective and efficient process to resolve disputes through mediation. The Commission is comprised of 15 members, appointed by the County Executive, and the Community Mediation Coordinator.

Harford County  
Community Mediation Program  
410-638-4807  
mediation@harfordcountymd.gov  
www.harfordmediation.org



*Produced with support from the Maryland  
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## MEDIATION AND FACILITATION for VETERANS



**The Harford County  
Community Mediation  
Program**

**BARRY GLASSMAN, COUNTY EXECUTIVE**





## *What is the* **HCCMP?** *(Harford County Community Mediation Program)*

- A **FREE service** for the citizens of Harford County created by Harford County government
- Mediators are **trained volunteers** from the community.
- Mediators are available at **any stage** in a conflict or situation.
- **Referrals** come from courts, police, civic groups, community organizations, government agencies, friends and family.
- HCCMP does **outreach** in the community, provides **education** about conflict management and provides **training** for volunteer mediators/facilitators.

### *Conflicts or tensions may arise from these scenarios:*

- Returning veterans may be unable to resume previous responsibilities in the family. Conflict can result when neither spouse feels that their needs are being met.
- When a veteran wants to immediately resume his or her role within the family, conflict may occur with a spouse who is used to managing things alone.
- Children may be afraid for themselves when a soldier/parent is away and worry about their loved one who is in harm's way. Children may not understand these emotions and may act out later causing stress in the family.
- Veterans in combat value instant responses and may expect the same kind of responses at home, straining family interactions.
- Children who are used to the discipline of one parent may be unwilling to listen to their newly returned parent. Children may act out due to confusion or an unwillingness to express their feelings out of fear of rejection.

*Trained, neutral mediators can help veterans and their families build understanding and develop tools to resolve these and other disputes. Harford County Community Mediation is available at no cost and can be scheduled at a time and place that is convenient for all participants.*

## *How do I use the* **SERVICE?**

**When you call HCCMP**, an intake worker will determine if your conflict and/or issues are appropriate for mediation. If you decide to try the service, we will contact the other party and explain our process.

**To use the service or for more information, please contact the Harford County Community Mediation Program at 410-638-4807 or [mediation@harfordcountymd.gov](mailto:mediation@harfordcountymd.gov) or visit [www.harfordmediation.org](http://www.harfordmediation.org)**